



Motor Vehicle **REPAIR**

The Florida Department of Agriculture and Consumer Services (FDACS) regulates motor vehicle repair shops in Florida under the Florida Motor Vehicle Repair Act.

Any person who, for compensation, engages or attempts to engage in the repair of motor vehicles owned by other persons must register with the department every two years. This includes, but is not limited to: mobile motor vehicle repair shops, motor vehicle and recreational vehicle dealers, garages, service stations, self-employed individuals, lube and oil shops, paint and body shops; brake, muffler or transmission shops; and glass shops.

Do your homework before choosing a repair shop. Find out if the business is properly registered, and whether any complaints have been filed against it by using the “Business/Complaint Lookup” tool at FloridaConsumerHelp.com, or by calling 1-800-HELP-FLA (435-7352). If there are complaints on file, find out how they were resolved.

What should I look for in a repair facility?



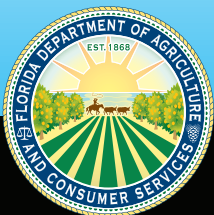
The registration certificate of the repair shop should be displayed in a visible location in the customer service area of the shop. Repair shops are also required by law to include their registration number in any advertisements, announcements or listings relating to motor vehicle repair.



Evidence of qualified technicians, such as trade school diplomas, certificates of advanced course work and ASE certifications.



Clearly posted and policies on labor charges, guarantees and acceptable methods of payment.



(Continued on reverse)

**Florida Department of
Agriculture and Consumer Services**



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What are my rights under the Florida Motor Vehicle Repair Act?



If the repair work will cost more than \$100, the repair facility shall prepare a written estimate prior to the repair being performed.



The repair shop must get your approval if the cost of repair will exceed the cost listed on the estimate by more than \$10 or 10 percent, whichever is greater, but not to exceed \$50.



If the customer does not give approval and the cost of repair exceeds the cost listed on the estimate as stated above, it is unlawful for the repair shop to hold the vehicle if the customer refuses to pay.



Repairs may be cancelled if they exceed the estimate as stated above, and the repair shop must reassemble the vehicle, unless it is unsafe to drive. Please note that if you were given prior notice on the estimate, the shop may charge you fees for teardown, reassembly and destroyed items.



Provided the repair shop has no warranty arrangement or exchange parts program with a manufacturer, supplier or distributor, you are entitled to any replaced parts if you requested them when you authorized the repair work.



The repair shop must provide each customer, upon completion of any repair, with a legible copy of an invoice for such repair.

For more detailed information, please visit “Consumer Rights and Responsibilities” at FloridaConsumerHelp.com or call 1-800-HELP-FLA (435-7352).



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